

23 NOV 1976

REFERENCE

ATTACHMENT

16391 99-8 Form

MEMORANDUM FOR: Deputy Director for Administration

SUBJECT : EAG Task to Improve the Perceived Status of Personnel in Service, Versus Production and Collection, Elements

REFERENCE : Memo to DDA from C/Mgmt & Assess Staff dtd 9 Nov 76, Subject: Major Questions Number 35

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1. As [] notes, the tasking on this item stems from a question posed by the DDCI during the FY 1973 Program Review, which asked how we might alleviate any feelings of disadvantage which may exist among employees of offices providing services of common concern. Offices mentioned in the Program Review were [] NPIC, CRS, and OCCR; but it was suggested that others might fit into this category: OC, the DDO's ISG, and OS' Compartmented Information Branch.

2. We presented evidence at review time that these offices have in fact received just treatment. However, Mr. Knoche pointed out that the perception of disadvantage nevertheless may exist and require remedial attention. When the issue subsequently became an EAG task, you were assigned responsibility because it was considered essentially a personnel matter.

3. You will by this time have received our memo of 19 November asking for clarification of work being done on items in the EAG Planning Book. We need to decide how much attention we should pay to this task at this particular time.

4. It appears to me that there is a good way to get a handle on this without undue trouble: We could take advantage of the results of the attitude surveys which Office of Medical Services has performed in collaboration with the Directorates. It is my understanding that the most recent, general survey does not allow compilation of office comparisons, but that previous surveys, conducted within the past two years within the DDO and DDI, do. Applicable questions asked [] personnel in the DDO survey and questions asked [] CRS, and OCCR personnel in the DDI survey could be compared with the same questions asked others—either in the DDO/DDI surveys individually or in the latest general survey, whichever you believe is more appropriate. To complement this effort, CMS might perform some selective interviewing, on a statistical sampling basis.

5. If OMS finds a special problem with service element attitudes, we could proceed from there. If not, we could lay the task to rest. I would appreciate your thoughts on this.

/s/ James H. Taylor
James H. Taylor
Comptroller

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